Customer Training

TPMS could not succeed without training. In addition to training Caltrans' transportation permit staff, CHP, and cities and counties, the selected vendor will provide training to the trucking industry in accordance with the following plan.

(i) Training facility specifications for user sites

The following training environment requirements must be met in an effort to make the training time as productive as possible:

- The vendor will provide training facilities off-site from Caltrans but located close to the north and south region permit offices in Sacramento and San Bernardino. Training will be conducted in a classroom environment with appropriate audio-visual teaching aids, including a white board, chalkboard, or easel, an overhead projector, and a computer projector.

- There will be no more than two persons per workstation.

- Workstations will be located in the classroom to avoid disruption in moving from one area to the other area. These arrangements maximize interaction between the students and the instructor, and within the student group.

- To optimize the return on the training investment, there should be no external demands made on the students during the scheduled training sessions.

- All published prerequisites for class attendance must be met.

Training sessions will be conducted in vendor-provided meeting facilities that will comfortably accommodate up to 12 students, an instructor and the necessary equipment. Each student will be supplied with comprehensive training materials to be used in the session and in their day-to-day operation of the system. Computer hardware and all software will also be provided to the students.

(ii) Training methodology for the project, to including initial start-up, on-going, new personnel, and remedial training.

The TPMS training methodology includes both formal classroom training with prepared exercises and "hands on" system usage to effectively educate the end users. Prepared user documentation and training instructional materials will be provided for all trainees. The vendor will provide the initial training to TPMS users.

(iii) The curricula (class catalog)

End User Training for Web-based Remote Application Submittal (half day) - This course is intended for external agency and trucking industry users who submit or review permit applications on a regular basis. The course contents will include:

- Accessing the system, system security and passwords.

- Keyboard, screen layout, and navigation through menus and sub-menus.

- Filling out an application.

- Putting an application on hold for later completion.

- Submitting an application.

- Locating an application in process.

- Entering a route.

- Copying and viewing a permit.

Course prerequisites:

- Familiarization with the Windows and Web browser interfaces.

- Working knowledge of current Caltrans practices and procedures for permit issuance.

(iv) Class size, an estimate of the number of classes that will be required, and a recommendation of how the training will be handled as well as the location and duration or the required training.

Training Class Requirements

Training Class	Hours per Class	# of Students/ Class	North Region	South Region	Total Classes	Total Students
End User Training for Web-based Remote Application Submittal	4	up to 12	12	12	24	288

Class Size:
TPMS training will consist of presentations, demonstrations and lab work. Students will work on individual computer systems loaded and configured with the necessary software and will follow the instructor as he or she leads the group. Using a video projector, the instructor will work with identical software and data as on the student's workstation. The course will follow a 'hands on' approach and will simulate actual automated permitting procedures that will be implemented upon completion of the project. The classes will be designed to accommodate no more than twelve students at each site. Each student will receive a training certificate upon completion of the session. The **End User Training for Web-based Remote Application Submittal** training will consist of half-day classes in Sacramento and San Bernardino. Twelve (12) one half-day sessions will be presented over a two-week period in each region to accommodate all interested stakeholders. Expected class size is 12 students.

Customer Training

(v) Training method and materials for on-going training on the system

The vendor will develop and provide an on-line interactive training program suitable for training trucking industry owners/operators on how to prepare and submit permit applications. The training will be based on the following assumptions:

1. The audience for this training is the trucking industry owners /operators. Members of this group are experienced with the operation and use of:

    - A computer with Windows 95, 98, an/or NT operating systems.

    - One or more Microsoft Office Products.

2. The training will be delivered via computer over the Internet, and by compact disc for viewing through a Web browser.

    - A CD version will be needed to support remote training deployment. The training will be designed and developed as a tutorial, focusing on the operation of the permit writer application, and providing examples of its operation and use.

3. The training will be best viewed using the Internet Explorer 4.0 or Netscape Communicator 4.6 (or higher) Web browsers.

4. The training will be designed to take the typical trucking industry owner/operator user no more that 8 hours to complete.

5. The training presentation will be multi-media based (audio, graphics, as well as text). The student will navigate through the training content, selecting their own path, and collecting the information required to meet the objectives of the course.